

Decision \_\_\_\_\_

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Glen F. Wetzel,

Complainant,

vs.

Pacific Bell Telephone Company,

Defendant.

(ECP)

Case 01-10-032  
(Filed October 19, 2001)

**OPINION ON COMPLAINT  
REGARDING DIAL TONE DELAY**

**Summary**

The request of Glen F. Wetzel (Complainant) that the Commission set standards for dial tone delay for analog telephone equipment is denied.

**The Complaint**

Complainant alleges that Pacific Bell Telephone Company (Pacific) has violated the Commission's General Order 133-B (GO) standard for dial tone delay. Complainant further states that the potential lack of dial tone on his telephone can lead to a possible life-threatening situation.

Pacific states that in Decision (D.) 00-03-052, the Commission eliminated the dial tone delay requirements set forth in Rule 3.4 of GO 133-B.

Further, Pacific states that it meets the telecommunications industry standard contained in Telcordia GR-506-CORE LSSGR: Signaling for Analog Interfaces, Section 13 “Disconnected Procedures.” That publication specifies a timed-release interval of 10-12 seconds for end users with analog interfaces (*i.e.*, customer premises equipment – CPE). Pacific points out that the dial tone delay of concern to the Complainant is strictly a function of the Complainant’s choice to use analog CPE. Pacific submits that Complainant may substantially reduce dial tone delay when the calling party fails to hang up by using digital CPE.

### **Discussion**

As Complainant acknowledges, Pacific’s dial tone delay (when callers do not immediately hang up and analog CPE is used) is 10 seconds – within the industry’s guidelines.

Complainant has failed to show that Pacific is in violation of any Commission Order or Rule regarding dial tone delay. *See* Section 1702 of the Public Utilities Code and Rule 9 of the Commission’s Rules of Practice and Procedure. The complaint is denied.

**O R D E R**

**IT IS ORDERED** that:

1. The complaint is denied.
2. (ECP) Case 01-10-032 is closed.

This order is effective today.

Dated \_\_\_\_\_, at San Francisco, California.